

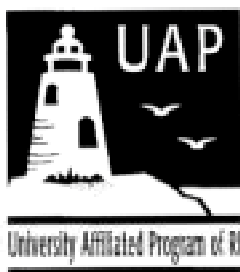
Getting

the Most from
Supported
Employment
Services

A Rhode Island directory

INSIDE:

- The who, what, and how of supported employment
- What to ask about supported employment services
- How to get the most from your supported employment services
- A list of Rhode Island supported employment service providers



RITIE

Rhode Island

Transition, Independence, Employment

A joint production of:

University Affiliated Program of RI • RI Transition, Independence, Employment
UAP/RI College, 600 Mt. Pleasant Avenue, Providence, RI 02908
VOICE (401)456-8072;TDD (401)456-8773;FAX (401)456-8150

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Why this directory was developed

As you consider entering the workforce, you will be faced with many choices. One of the most important choices will be the agency you choose to support you in your transition to employment.

This directory was developed to provide a listing of the supported employment service providers in Rhode Island and to offer you some things to consider in choosing who will help you become employed.

Being an informed customer will help you get the most from your supported employment services.

Please call the UAP of RI at (401) 456-8072 (voice), (401) 456-8773 (TDD) if you have questions or suggestions about the information in this guide.

Best Wishes!

The what, who, and how of supported employment

What is supported employment?

Supported employment is a process that provides individualized services and supports to people with disabilities to choose, get and keep jobs.

Who can get supported employment services?

Supported employment is for people who are over 18 years old and who have a disability that is a significant obstacle to gainful employment.

How do I get supported employment services?

Supported employment services are paid for by state and federal public funds, through state agencies. The supported employment service providers listed in this directory are contracted by state agencies to provide assistance to individuals with disabilities. To learn more about your eligibility for supported employment services, contact one of the state agencies on page 4.

**The goal of supported employment is
to assist individuals with disabilities to get and
keep jobs that match their desires and skills.**

State agencies which contract supported employment services

RI Department of Human Services, Office of Rehabilitation Services

40 Fountain Street, Providence, RI 02903

Phone: (401) 421-7005 TDD: (401) 421-7016

RI Department of Mental Health, Retardation, and Hospitals

Division of Developmental Disabilities

Barry Hall, 14 Harrington Road, Cranston, RI 02920-3080

Phone: (401) 462-3234 TDD: (401) 462-6087

RI Department of Mental Health, Retardation and Hospitals

Division of Integrated Mental Health Services

Barry Hall, 14 Harrington Road, Cranston, RI 02920-3080

Phone: (401) 462-3291 TDD: (401) 462-6087

Information on school employment services

Southern Rhode Island

Regional Transition Center

Jamestown, Chariho, Block Island,
Narragansett, Exeter/West Greenwich,
Westerly, North Kingstown, South
Kingstown, East Greenwich

Phone: (401) 782-6540

Northern Rhode Island

Regional Transition Center

North Providence, Central Falls,
Woonsocket, Burrillville, North
Smithfield, Johnston, Cumberland,
Lincoln, Smithfield, Pawtucket

Phone: (401) 658-5790

West Bay

Regional Transition Center

Coventry, Cranston, West Warwick,
Foster/Glocester, Scituate, Warwick

Phone: (401) 738-6022

East Bay

Regional Transition Center

Tiverton, Warren/Bristol, Middletown,
Newport, Little Compton, Barrington,
Portsmouth, East Providence

Phone: (401) 683-5151

Providence Transition Center

Phone: (401) 456-9262

How to use this directory

The supported employment service agencies in this directory are listed by their primary addresses. Some agencies may offer statewide services.

1. Find the supported employment agencies in your region. (pages 6 - 8)
2. Choose questions from the lists on pages 9 –12 that fit your concerns and use them to interview the agencies.
3. Schedule visits with the agencies to learn more about the services they offer.
4. After you choose an agency, use the checklist on page 13 to help you get the most from your supported employment services.

Supported employment agencies in Rhode Island, listed regionally

(Listed agencies are approved Office of Rehabilitation Services, supported employment vendors, as of February 2000.)

Northern Rhode Island

Arc of Northern Rhode Island

320 Main Street
Woonsocket, RI 02895
Phone: (401) 765-3700
Fax: (401) 769-6046

Blackstone Valley Chapter RIArc

PO Box 170/115 Manton Street
Pawtucket, RI 02861
Phone: (401) 727-0150
Fax: (401) 727-0153

Community Counseling Center/ a Gateway Healthcare Provider

101 Bacon Street
Pawtucket, RI 02860
Phone: (401) 722-3560, Ext. 208
Fax: (401) 724-3120

John E. Fogarty Center

220 Woonasquatucket Avenue
North Providence, RI 02911
Phone: (401) 353-7000
Fax: (401) 353-0320

NRI Community Services

55 John Cummings Way/
PO Box 1700
Woonsocket, RI 02895
Phone: (401) 766-3330
Fax: (401) 767-9177

Opportunity Resources*

101 Main Street, Suite 304
Pawtucket, RI 02860
Phone: (401) 727-1590
Fax: (401) 725-2558

Training Thru Placement

20 Marblehead Avenue
North Providence, RI 02904
Phone: (401) 353-0220
Fax: (401) 353-0225

Central Rhode Island

Avatar

33 College Hill Road, Building 33A
Warwick, RI 02886
Phone: (401) 826-7500
Fax: (401) 826-7503

Easter Seals RI -Cranston ARC

60 Stamp Farm Road
Cranston, RI 02920
Phone: (401) 942-3445
Fax: (401) 943-8723

Employment Resources/ The Providence Center

530 North Main Street
Providence, RI 02904
Phone: (401) 276-4106
Fax: (401) 276-4034

Gateways to Change

11 Knight Street, Building B6
Warwick, RI 02886
Phone: (401) 463-0000
Fax: (401) 463-0010

Goodwill Industries of RI

100 Houghton Street
Providence, RI 02904
Phone: (800) 368-2429
Fax: (401) 454-0889

**Hillsgrove House/
Kent County Mental Health Center**
70 Minnesota Avenue
Warwick, RI 02888
Phone: (401) 732-0970
Fax: (401) 732-4413

**Mental Health Services/
a Gateway Healthcare Provider**
1443 Hartford Avenue
Johnston, RI 02919
Phone: (401) 273-8100
Fax: (401) 861-8696

Re-Focus, Inc.
1228 Westminster Street
Providence, RI 02909
Phone: (401) 272-1600
Fax: (401) 751-1378

Spurwink Rhode Island
1 Spurwink Place
Cranston, RI 02910
Phone: (401) 781-4380
Fax: (401) 781-4396

Trudeau Center
3445 Post Road
Warwick, RI 02886
Phone: (401) 739-2700
Fax: (401) 737-8907

West Bay Residential Service, Inc.
158 Knight Street
Warwick, RI 02886
Phone: (401) 738-9300
Fax: (401) 738-2787

East Bay Area

Community Connections, Inc.
400 Rhode Island Avenue
Fall River, MA 02121
Phone: (508) 678-1210
Fax: (508) 678-1998

Cove Center
866 Broadway
East Providence, RI 02914
Phone: (401) 438-2459
Fax: (401) 434-7180

East Bay Mental Health Center, Inc.
2 Old County Road
Barrington, RI 02806
Phone: (401) 246-1195
Fax: (401) 246-1985

Looking Upwards, Inc.
438 East Main Road, IronGate II
Middletown, RI 02842
Phone: (401) 847-0960
Fax: (401) 849-0290

James L. Maher Center
PO Box 4390
906 Aquidneck Avenue
Middletown, RI 02842
Phone: (401) 846-4600
Fax: (401) 849-4267

LIFE, Inc.
490 Metacom Avenue
Bristol, RI 02809
Phone: (401) 254-2910
Fax: (401) 254-2912

**Newport County Community
Mental Health Center**
65 Valley Road
Middletown, RI 02842
Phone: (401) 846-3135
Fax: (401) 848-9151

Ocean State Community Resources*
1445 Wampanoag Trail
East Providence, RI 02915
Phone: (401) 437-0770
Fax: (401) 437-1030

*Indicates statewide services

Riverwood Rehabilitation

Box 897
Bristol, RI 02809
Phone: (401) 253-1812
Fax: (401) 254-2114

Southern Rhode Island

Adeline LaPlante Memorial Center/Waves

126 Willard Avenue
Wakefield, RI 02879
Phone: (401) 789-3081
Fax: (401) 782-8481

Bridges, Inc.

PO Box 263
Jamestown, RI 02835
Phone: (401) 423-1153
Fax: (401) 423-3879

Napatree Vocational Services

53 High Street
Westerly, RI 02891
Phone: (401) 348-8380
Fax: (401) 596-3945

Perspectives Corporation

1130 Ten Rod Road
Building B, Suite 101
North Kingstown, RI 02852
Phone: (401) 294-3990
Fax: (401) 294-9879

South Shore Mental Health Center

55 Cherry Lane
Wakefield, RI 02879
Phone: (401) 789-1367
Fax: (401) 789-6744



TIME-SAVING TIP!

When contracting the above agencies, ask for the Director of Supported Employment Services.

Find out:

- Does the agency assist people with your kind of disability?
- And does the agency contract with the state agency that funds your Supported Employment services?

Questions to ask about the agency

- Who are some of the employers that work with your agency?
- What kinds of disabilities do the people you support have?
- Does your agency sponsor group employment sites?
(Groups of people with disabilities working in a business.)
- Are the group sites used for training or long-term employment?
- How many people are working in group sites and how many in individual employment?
- How is your supported employment staff trained?
- How long has the staff been providing supported employment?
- What training and/or assistance do you offer to help people advance in their careers/company? Give examples.
- Do workers regularly receive performance feedback?
If so, how?
- Does your agency have a process if I have a complaint?
- Can you give me some examples of complaints and how they were resolved?
- How does your agency use business organizations (such as the Chamber of Commerce) to find people jobs?
- Does your agency offer job preparation classes? If so, please describe.

Questions to ask about the agency's services

- What kind of jobs has your agency found for individuals with disabilities?
- What kind of career planning process do you use?
- What are the average weekly wages and hours of work for employed participants?
- How long does it usually take your agency to help an individual find a job?
- What transportation supports are available?
- How many of the individuals you support have been promoted in their jobs?
- How does the staff help people to make friends on the job?
- Do job candidates typically participate in employers' orientation and training programs?
- How many employment candidates does a staff person work with at one time?
- How many hours per week will staff spend to help me find employment?
- What kinds of support are offered after I am hired?
- What ongoing supports can I expect?
- Do people choose their own employment counselors?
If so, how do I get to choose?

More questions about the agency's services list your specific questions here

- Are supports available at night and on weekends?
- Does the supported employment agency sponsor work support groups?
- How many supported employees receive employer-sponsored benefit packages?
- If I am laid off, or not working, what agency services can I expect?

List your specific questions here

(Example: How many people with my kind of disability have been employed through your agency's services?)

1. _____
2. _____
3. _____
4. _____
5. _____

Questions to ask people who receive an agency's supported employment Services

Talk to others who receive the agency's supported employment services.

- Are you satisfied with the supports you receive?
- Do you have control over the services you receive?
- Do support staff treat you with respect?
- Did you participate in developing your employment plan?
- Are you kept informed about progress on your plan?
- Did you ever have a problem with the supported employment agency or your support staff? What did you do? How did it work out?
- Does your job relate to your long-term career goals?
- Do you like your job? If not, what help are you getting to find another job?
- Do you receive the help you need to grow in your job?
- Do you get the help you need to make friends on the job?
- Do you have other plans for employment beyond your current job?
- Are you getting the help you want to pursue your future goals for employment?

Things you can do to get the most from supported employment services

✓ Contact your counselor, case manager, or supported employment agency representative regularly (at least once a week).

✓ Stay informed about service options and rights.

✓ Thank counselors, case managers, or direct service providers for their work.

✓ Talk to other people who have received the services for ideas to get the most from your agency.

✓ Find out how long you will receive supports in employment.

✓ Participate in as many aspects of your job development plan as you can.

✓ Participate in all available job support activities (resume class, support group, interview skills, etc.).

✓ Take your own notes or tape record discussions; keep track of what is talked about and what is decided.

✓ Document all planned services, including:

- the activity and who is responsible for it
- when and how often it is done and the expected outcome
- the deadline

✓ Schedule reviews of your employment plan.

✓ Expect high quality.

✓ Be honest and clear about what you expect.

✓ If you are not satisfied with services, let people know it and ask for cooperation in working toward your goals.

✓ If things are really not working out to your expectations, interview other agencies. You may find a better match!

CONTACT LOG

Agency Contact	_____
Date	_____ Time _____
Contact Person	_____
Interview Date	_____ Time _____
Notes	_____ _____ _____

Agency Contact	_____
Date	_____ Time _____
Contact Person	_____
Interview Date	_____ Time _____
Notes	_____ _____ _____

Agency Contact	_____
Date	_____ Time _____
Contact Person	_____
Interview Date	_____ Time _____
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Date	_____ Time _____
Contact Person	_____
Interview Date	_____ Time _____
Notes	_____ _____ _____

Agency Contact	_____
Date	_____ Time _____
Contact Person	_____
Interview Date	_____ Time _____
Notes	_____ _____ _____

Also available from UAP of RI...

**How Supported Employment Can Help
You Find a Job and Succeed in it!**
A Consumer Resource Guide

Employing People with Disabilities
A Resource Guide for Employers

Rhode Island Transitions
A Publication of RITIE
Rhode Island Transition, Independence,
Employment

the works
UAP of RI Quarterly Newsletter

For ordering information, call the UAP of RI at (401)456-8072
(voice), (401)456-8773 (TDD).



Interested in hearing from people who are working
and receive Supported Employment services?
Looking for encouragement and information to
support you in getting and keeping job? For peer support, contact
PAL's Employment Information Network at (401) 785-2100.

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Alternative Formats

This directory can be made available in alternative formats. Contact the University Affiliated Program of RI at (401)456-8072 (voice), (401) 456-8773 (TDD).

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